

5 FAH-2 H-640 INTERNATIONAL VOICE GATEWAY

(TL:TEL-1; 07-01-1998)

5 FAH-2 H-641 DESCRIPTION

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The International Voice Gateway (IVG) is an international telephone network directly linking foreign affairs agency headquarters with field offices abroad via dedicated voice circuitry. DTS-PO established the network to provide a cost-effective, U.S. Government-controlled and switched telephone service for foreign affairs agencies. Dial tone and switching for IVG trunks are provided by the central switch at the Network Control Center in Beltsville. DTS-PO manages the network and maintains the central switch and circuitry up to the PBX at destination points.

5 FAH-2 H-642 INTERCONNECTIVITY

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

IVG subscribers can connect to other U.S. Government networks by dialing special access codes. DTS-PO periodically sends telegraphic updates of IVG directories and detailed dialing instructions to all IVG subscribers. The other networks are described in greater detail below.

5 FAH-2 H-642.1 Department of State Metropolitan Area/Wide Area Network (MA/WAN) (Voice)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The Department's MA/WAN is a voice network connecting the IVG central switch at Beltsville to Department facilities at Main State, Washington area State annexes, and other facilities in Portsmouth, New Hampshire, Charleston, South Carolina and USUN New York.

5 FAH-2 H-642.2 FTS2000

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

FTS2000 (Federal Telecommunications System) is a dedicated telephone network used exclusively by U.S. Government agencies for

official domestic calls. FTS2000 is jointly owned and operated by AT&T and Sprint under GSA contract authority. Depending upon the agency, the domestic long distance carrier will be AT&T or Sprint. AT&T is the long distance carrier for the Department.

5 FAH-2 H-642.3 AT&T International Switched Voice Service (ISVS)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

AT&T ISVS is a tariffed service to assess telephone charges for long distance international calls. The Department uses AT&T ISVS long distance service and callers dial a special AT&T access number to access AT&T trunks.

5 FAH-2 H-642.4 Washington Interagency Telecommunications Service (WITS)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

WITS is a network of GSA owned and operated PBXs that provide telecommunications services to U.S. Government agencies on a time and materials contract basis. Participation in WITS services is voluntary. Currently 57 agencies subscribe to WITS.

5 FAH-2 H-642.5 Government Emergency Telecommunications Service (GETS)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

GETS was developed under White House tasking to provide enhanced caller capabilities for National Security/Emergency Preparedness (NS/EP) calls. GETS is administered by the Defense Information Systems Agency with service accorded to the 23 National Security Council member agencies.

5 FAH-2 H-642.6 Defense Switched Network (DSN)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

DSN is a telecommunications network of interconnected PBXs administered by the Department of Defense for use by elements of the armed forces, domestically and abroad.

5 FAH-2 H-643 IVG SUBSCRIBER SELECTION CRITERIA

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

DTS-PO provides IVG channels to new subscribers either as part of a general communications upgrade or as a separate IVG service task. DTS-PO's overall objective in managing the IVG and selecting subscribers is to provide voice service when economically feasible to reduce long distance service expenditures.

5 FAH-2 H-643.1 Initiating IVG Service

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. DTS-PO uses the criteria below to identify posts to receive voice service.

- (1) economic feasibility;
- (2) volume of anticipated traffic;
- (3) cost of comparable commercial service;
- (4) compelling need if no international direct dial service exists; and
- (5) number of voice and fax instruments with access to trunk lines.

b. When DTS-PO selects a post to receive IVG services, DTS-PO will advise post agencies' headquarters of operating costs and obtain concurrence and validation for participation. Depending upon the final number of participants, DTS-PO will determine circuit size, circuit availability, and cost of the required bandwidth.

c. If a post wants to obtain an IVG channel, the senior IRM officer at post should address a telegraphic request to DIR DTSPPO with ANET listed first on the TAGS line. The telegram should include justification for the request based on the number of agency users, number of individual telephone instruments to have access to the channel, estimated volume of calls to be carried by the channel, potential savings over using local commercial telephone carriers and how the channel will be funded.

5 FAH-2 H-643.2 Communications Upgrade Plan Schedule

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

DTS-PO's Communications Upgrade Plan Schedule prioritizes telecommunications circuitry upgrades for all DTS circuitry - telegraphic, black packet switched, voice and high speed. Upgrades for existing IVG circuits or new IVG installations will be included as part of the general upgrade.

5 FAH-2 H-644 IVG BILLING PROCEDURES

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The following sections explain general IVG billing procedures. Direct specific billing inquiries to IRM/OPS/ITI/TWD (IT Infrastructure, Telecommunications Wireless and Data Services Division).

5 FAH-2 H-644.1 Command and Control Channel

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

DTS-PO currently provides one IVG channel to posts already on the IVG network. This channel should be available to country team members as a command and control link during emergencies or crisis situations, but otherwise post can use and administer the channel according to post needs. DTS-PO pays infrastructure costs and recurring circuitry charges for the command and control channel bandwidth. Post pays usage fees.

5 FAH-2 644.2 Additional Voice Channel

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Post must pay for voice channels in addition to the command and control channel. The cost is divided into three categories: infrastructure, recurring charges for bandwidth, and usage fees. DTS-PO pays infrastructure costs, participating agencies share the recurring charges according to a cost-sharing formula unique to each post, and each agency pays its share of usage fees.

5 FAH-2 H-644.3 Usage Fees

(TL:TEL-1; 07-01-1998)
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Calls that originate and terminate inside the IVG network do not generate any additional usage fees. Only calls that terminate outside the IVG network generate usage fees. Usage fees include a charge for connecting to other networks and a per minute charge, which is based on the distance of the termination point from Beltsville, where the IVG switch is located.

5 FAH-2 H-644.3-1 Domestic Long Distance IVG Calls

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. A domestic long distance IVG call is one that originates and terminates in the U.S. (All IVG calls, even those placed from embassies abroad, originate in the United States, because dial tone is provided by the Beltsville switch.) Users must charge all domestic IVG calls to an FTS2000 calling card.

b. Posts request FTS2000 calling cards telegraphically from their regional bureaus. Regional bureaus order the calling cards from IRM/OPS/ITI/TWD and forward them to posts. Posts should order separate cards for various State offices at the mission, i.e., one for the Executive Office, one for Political, Admin, etc. Each post will receive a monthly Telecommunications Service Statement (TSS) with call detail reporting. The TSS will contain itemized billing information for each calling card at post, including card number, number dialled, time and cost of the call.

5 FAH-2 H-644.3-2 International IVG Calls

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. International IVG calls terminate outside the IVG network and outside the U.S. Department of State IVG users must charge all official international calls to an AT&T ISVS account number.

b. Posts request AT&T ISVS calling cards telegraphically from their regional bureaus. Regional bureaus order the calling cards from IRM/OPS/ITI/TWD and forward them to posts. Posts should order separate cards for various State offices at the mission, i.e., one for the Executive office, one for Political, Admin, etc. Each post will receive a monthly Telecommunications Service Statement (TSS) with call detail reporting. The TSS will contain itemized billing information for each calling card at post, including card number, number called, time and cost of the call.

5 FAH-2 H-644.4 Other Agency Accounts

(TL:TEL-1; 07-01-1998)

(Uniform State/USAID/USIA)

Other agencies follow their own policy in selecting an international long distance service or calling cards and should contact their agency representatives to establish accounts and order calling cards.

5 FAH-2 H-645 THROUGH H-649 UNASSIGNED